



Centre Guide to Quality Assurance

Entry Level Functional Skills

2024-2025

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Using this handbook

This resource is designed to help you with your Entry Level Functional Skills (ELFS) in English and Maths delivery. We advise all Examinations Officers, Programme Managers, Lead Internal Verifiers, Assessors, and Internal Verifiers in centres offering ELFS to familiarise themselves with the contents of this handbook.

The focus of this handbook is to help centres effectively set up and understand the requirements to deliver and assess the components of ELFS, ensuring they meet national standards of quality assurance.

Centres must conduct all ELFS examinations in line with the information provided in the Instructions for the Conduct of Controlled Assessments (ICCA) document.

Your Examinations Officer should also access the [UK Information Manual](#) and the Instructions for the Conduct of Controlled Examinations. These documents are available on our website and contain information about entries and certification.

For all instances referring to a contact in this document, please submit the query to us using the [Pearson Support Portal](#).

Annual Quality Declaration

The AQD is our new online form that must be completed by centres delivering Pearson Vocational qualifications between 1 Sept - 14 Oct each academic year (different dates for APMR and AMR sections only).

FAQs can be found [here](#), and the form can be completed [here](#).

Team Roles and Responsibilities

Centres are responsible for identifying staff members to hold the roles of Assessor, Internal Verifier and Lead Internal Verifier.

The Lead Internal Verifier

The Lead Internal Verifier is designated by the centre to standardise and verify the marking of Internal Verifiers and Assessors. The Lead Internal Verifier ensures that assessments across the centre consistently meet national standards.

The Lead Internal Verifier should be:

- someone with the authority to oversee assessment outcomes; ideally, this is the Programme Leader, as this would normally be a key part of the role.

The Lead Internal Verifier is responsible for:

- retaining completed assessment
- making use of the exemplar videos to train the Internal Verifiers and Assessors within the centre
- supporting the work of Assessors within the centre to monitor and ensure consistency in the interpretation and application of standards
- arranging feedback to the Assessor following Internal Verification
- ensuring all Assessors and Internal Verifiers have access to a copy of assessment requirements as specified in the Assessment Record and Authentication Sheets (ARAS)
- ensuring that all centre sub-sites follow the internal verification procedures set by your centre
- maintaining up-to-date records of internal verification and sampling activity and ensuring that these are available for standards verification
- liaising with the Standards Verifier to complete required sampling.

Speaking and Listening Standardisation for Lead Internal Verifiers

Speaking and Listening Assessment videos are available for Lead Internal Verifiers to standardise themselves and their assessment teams. These are available [here](#).

Lead Internal Verifiers must keep an accurate record of the standardisation process, which can be reviewed by the Standards Verifier as a check that the training is being carried out.

Lead Internal Verifiers can decide how to train the assessment team; however, the standardisation must be effective with records kept for standards verification purposes. A clear record of these standardisation activities must be retained by the centre and shared with the Standards Verifier on request to evidence that these activities have taken place.

The centre evidence will contain the following:

- the date the Lead Internal Verifier accessed exemplar materials
- the date of the internal standardisation training
- the ARAS completed by each assessor
- the names of individual Internal Verifiers and Assessors who attended internal standardisation training
- records of any discussion points or clarifications required.

The Assessor

Assessors will be responsible for:

- marking and recording assessment decisions using the Mark Scheme and Guidance for Assessors
- implementing assessments following the Instructions for the Conduct of Controlled Assessment document
- maintaining accurate and verifiable information on the ARAS.

The Internal Verifier

The Internal Verifier is a centre/team-based role. The Internal Verifier is responsible for reviewing the assessment decisions of the assessor to check for accuracy, fairness, and consistency of applying the correct standards across the programme. Anyone involved in the delivery and assessment of the programme can be an Internal Verifier, but they cannot internally verify their own assessments.

All Assessors and Internal Verifiers must take part in a centre standardisation activity led by the Lead Internal Verifier, and an accurate record of this activity must be kept. This applies to all centres regardless of the number of staff involved in the delivery of the programme. If a centre has multiple sites, Assessors and Internal Verifiers must be standardised across all locations.

Role	Responsibility
Assessors	Assess: <ul style="list-style-type: none">● 100% of learner work
Internal Verifiers	Verify: <ul style="list-style-type: none">● a minimum of 25% of all assessments● a selection of learners' work per component and level● all Assessors● all sites● a sample based on risk
Lead Internal Verifier	Verify: <ul style="list-style-type: none">● a minimum of 10% of all assessments● a selection of learners' work per component and level● all Internal Verifiers● all Assessors● all sites● a sample based on risk

The Exams Officer

The Examinations Officer deal with the administrative arrangements for registration and certification of learners using the guidance given in the UK Information Manual.

After registering learners on a programme, only Examinations Officers and Examinations Assistants will be able to access the live assessments on our secure area of our website [here](#).

An Edexcel Online username and password are required to access the live assessments. Examination Officers that experience difficulties accessing the secure website should contact our Customer Support team [here](#).

The Examinations Officer is also responsible for:

- the secure printing and copying of all assessments
- managing the secure disposal of completed assessments
- the safe and secure storage of all assessments prior to administration
- ensuring that all teaching and assessment staff are familiar with the appropriate guidance documentation, and assessment information, as well as the 'Guidance/Instructions to Assessors' for each controlled assessment
- ensuring all teaching and assessment staff have appropriate access to the controlled assessment materials at the appropriate time
- allocating invigilators (please see Invigilation Arrangements in the Instructions for the Conduct of Controlled Assessment document).

Introduction to Entry Level Functional Skills

The components within the qualification are available at three entry levels: E1, E2, and E3. Pearson provides assessments for all the entry levels.

English	3 components	Speaking, Listening & Communicating; Reading; Writing test
Mathematics	1 component	Test

- Learners must achieve all components to receive full certification.
- **Please note:** these components are not units in their own right, and each subject is a single-unit qualification.
- Certificates will show the qualification and level achieved, as well as notification of performance and components achieved.
- The assessments are designed to be taken when the learner is ready.

Please note: to access the Guidance to Assessors documents, you need to contact your Examinations Officer, who has the appropriate access to download these documents.

Marked controlled assessments must **not** be handed back to learners under any circumstances as they are live assessment materials.

The mark scheme for each controlled assessment will clearly identify which area of the specification is being tested for each question to aid centres in giving feedback to learners who have not achieved a pass. The pass mark is stated in the Assessment Record Sheets for each controlled assessment.

You will be required to keep an audit trail of which components and levels each learner has completed. The Standards Verifier might require you to provide evidence of this during the academic year.

Completed assessments are marked by the assessor and are subject to internal verification. We will verify marked assessments through external verification. In certain cases, a follow-up postal sample may be required.

Registrations

Registrations are made using your centre number on Edexcel Online. Please follow these videos for guidance:

[Individual registrations](#) / [Bulk registrations](#)

Registrations are required to be entered on Edexcel Online at the time the learner is enrolled onto the qualification at your centre.

No assessment activity can take place until learners are registered onto the qualification.

There is no set date or assessment window for Entry Level Assessments. Learners should be assessed when the Assessor believes they are ready and able to attain the criteria of the assessment.

Frequently Asked Questions

Question: Are you able to register learners on a framework for apprenticeships rather than doing it separately?

Answer: Functional Skills is not part of our bundled frameworks.

Question: If a student is incorrectly registered for Entry Level Functional Skills, would the centre be charged two registration fees, or can the student be moved to the correct level?

Answer: You can use the Transfer within Centre option on Edexcel Online to transfer the learner to the correct level.

Question: How long are registrations active?

Answer: Registrations are active for **five** years.

Question: For the English qualification, can the components be taken across different academic years?

Answer: Yes.

Internal assessment

Centre adaptations of tests

Centres are permitted to adapt the context of a task in line with the Guidance for Assessors' documentation which will be provided to centres for each test. The guidance provides clear instructions regarding what can be adapted. To ensure that assessment materials are accessible, and the contexts are appropriate for all learners, it is important that centres can make adaptations to the context if it will enable learners to access the assessment and demonstrate their skills more readily.

Centres will be required to gain approval for any adaptations beforehand with their assigned Standards Verifier. For approval a conversation must take place between the Standards Verifier and the centre. The Standards Verifier must approve any adaptations before the test is taken. Once the adaptation has been approved, the Standards Verifier will need to see the finalised changes to the assessment itself before the centre uses any adapted test with its learners.

Internal standardisation

Standardisation must be carried out when there is more than one Assessor delivering and marking the same programme. This should happen before any marking or internal verification takes place.

The standardisation process is designed to make sure that all Assessors mark learner work consistently and accurately. It establishes a common standard of marking, which should ensure the quality of marking across the assessment team. Assessors should reach a consensus after marking and discussing a sample of assessments. Once agreement has been reached, Assessors can individually mark learner work.

The simplest means of completing a standardisation review is to collate copies of completed assessments and ask each Assessor to make a judgement on them. Internal verification exercises should be repeated at regular intervals to ensure that messages are reinforced. If action to adjust marks is found necessary, a plan should be in place to ensure that this is completed before standards verification takes place. Procedures should be put in place to provide ongoing feedback to Assessors.

Internal monitoring

Monitoring is necessary to:

- ensure that marking meets the national standards and that these are adhered to by all Assessors
- identify problems or areas where Assessors require advice/development
- ensure that learners are aware of, and satisfied with, the marking process.

Monitoring marking includes the Internal Verifiers sampling Assessors. It also includes reviewing the internal verification records completed for each Assessor and evaluating all aspects of their performance when conducting marking. The Internal Verifiers should record their judgements and give feedback, rather than just tick boxes. Internal Verifiers should give actions on improvements that can be made to the marking process.

Monitoring the administration includes the correct storage, transit and invigilation of assessments. Please refer to the Instructions for the Conduct of Controlled Assessment document for guidance on transporting live assessment materials between sites.

Internal verification

Internal verification is based on sampling of completed controlled assessments. It should cover a wide range of achievement.

It is recommended that the Internal Verifier verifies a minimum of 25% of the total number of completed controlled assessments per component and per level. You are required to put in place an internal verification plan to ensure all Assessors are sampled appropriately.

Internal Verifiers should consider:

- the experience of each Assessor with the qualification
- the size of the cohort
- issues identified in previous samples, if applicable
- various centre sub-sites, if applicable.

Internal verification should take place soon after the assessment is completed and before the results are handed back to the learners, so that any remedial action can be implemented. Please note, learners should not receive results before the Standards Verifier has completed their sample.

We recommend that the Lead Internal Verifier verifies a minimum of 10% of the total number of completed controlled assessments per component and per level. If your centre schedules assessments throughout the academic year, the Lead Internal Verifier should sample a minimum of 10% of the assessments taken in each session.

Good practice

Internal verification can be undertaken in several ways, but the following are examples of good practice:

- across the centre, there is a recognised team which meets regularly to ensure standardisation of procedures
- internal verification processes are agreed and published so that they are clearly understood by all members of the assessment teams
- the Internal Verifier must have a good understanding and experience of the assessment but does not have to be an Assessor.

For further information on how to conduct the Speaking and Listening assessment, please refer to the [Sample Assessment Material](#).

The Standards Verification Process

As part of the quality assurance process, all centres will be required to undergo external verification of their internal assessment decisions. For the 2024/25 academic year, most Standards Verification activity will be completed remotely. Centres may be eligible for a face-to-face visit if they meet any of the exception criteria. If a centre believes they are eligible for a face-to-face visit, they should contact their Standards Verifier.

The Standards Verifier (SV) will review a pre-determined sample of learner work and supporting quality assurance documentation. To prepare for external verification, please see the External Verification Checklist (Appendix A). If you have not been contacted by a Standards Verifier once assessments have taken place, please contact us. **The deadline for sampling is 31 July 2025.**

Your Standards Verifier

Your allocated Standards Verifier will contact your centre Quality Nominee via email to introduce themselves. This communication should be forwarded to the Lead Internal Verifier who will then work with the Standards Verifier to plan for sampling to take place. During the process, your Standards Verifier will provide advice and guidance.

The Standards Verifier will:

- ensure centres follow guidance laid out in both the Centre Guide to Quality Assurance and the Instructions for the Conduct of Controlled Assessment handbooks
- ensure centres maintain the national standards of qualifications awarded by us
- agree a schedule with the centre for the external verification

- identify the learners and levels to be verified using the Sampling Report Form
- request necessary materials such as live assessment papers and recordings, and Assessment Record Sheets
- sample assessment and internal verification decisions
- communicate any areas of improvement and agree an action plan

Documentation Required for Sampling

Your centre must provide copies of:

- completed sampling report form and centre declaration form
- date(s) of internal standardisation, names of Assessors who attended including records of any discussion points or clarifications required
- assessment and internal verification plans
- internal verification records, including feedback to Assessors
- live assessment papers, recordings and Assessment Record Sheets

The Standards Verifier needs to be assured that all Internal Verifiers and Assessors understand centre systems and procedures. For a full list of what to prepare for your Standards Verifier, please refer to the ELFS Year Planner (Appendix B).

Top Tip: Complete the centre declaration form early in the academic year and with as much detail as possible, to improve the quality of the external verification.

Sampling Report Form

The Sampling Report Form contains information necessary for your allocated Standards Verifier to complete the standards verification process. This form will be provided by your Standards Verifier.

At the start of the academic year, you and your Standards Verifier must mutually agree the frequency at which the Sampling Report Form is sent to the Standards Verifier. You should update the Sampling Report Form on a regular basis for the Standards Verifier to select the necessary samples per component and level. Please ensure you password-protect this spreadsheet when sending it to your Standards Verifier to ensure learner details remain confidential. Learners **must** have a correct registration number at this stage.

Sampling

The Standards Verifier agrees a schedule for external verification with the Lead Internal Verifier, including:

- a date for samples to be sent to the Standards Verifier
- components and levels to be sampled and the evidence of learner work expected
- assessment records to be sent with the samples, including evidence of internal verification
- quality assurance policies to be reviewed
- information on learner recruitment, induction and tracking
- review of testing facilities and test delivery
- date and time to feedback to the Lead Internal Verifier via phone call or video call
- discussions with key team members.

For centres with 1-100 learners registered, a sample of 6 scripts per unit (Maths, Reading, Writing, SLC) across all levels (E1, E2, E3) make up the annual sample. If the centre is delivering both maths and English, the total number of scripts for a full sample is 24.

For centres with 101+ learners registered, a sample of 10 scripts per unit (Maths, Reading, Writing, SLC) across all levels (E1, E2, E3) make up the annual sample. If the centre is delivering both maths and English, the total number of scripts for a full sample is 40.

These scripts should be sampled during the external verification. Within the centre, it is the Lead Internal Verifier's responsibility to provide evidence to demonstrate that all criteria are being met. Your Standards Verifier reserves the right to request additional samples or increase the sample size at any time.

Your sample must include the following video recorded evidence (for learners taking Entry Level Functional Skills English):

Entry Level 1	1 live assessment including the accompanying Assessment Record Sheet (ARAS), plus additional ARAS from different candidates (6 or 10 samples from a range of levels, as per the previous page).
	OR 2 video recordings including the accompanying Assessment Records Sheets (ARAS), plus additional ARAS from different candidates (6 or 10 samples from a range of levels, as per the previous page).
Entry Level 2	1 live assessment including the accompanying Assessment Record Sheet (ARAS), plus additional ARAS from different candidates (6 or 10 samples from a range of levels, as per the previous page).
	OR 1 video recordings including the accompanying Assessment Records Sheets (ARAS), plus additional ARAS from different candidates (6 or 10 samples from a range of levels, as per the previous page).
Entry Level 3	1 live assessment including the accompanying Assessment Record Sheet (ARAS), plus additional ARAS from different candidates (6 or 10 samples from a range of levels, as per the previous page).
	OR 1 video recordings including the accompanying Assessment Records Sheets (ARAS), plus additional ARAS from different candidates (6 or 10 samples from a range of levels, as per the previous page).

Note: For centres with a large number of learners, the Standards Verifier may ask to see a larger sample range. More recordings may be requested so it is advisable to video more than the requirement.

If there are specific reasons why a learner should not be identified within a video recording, please complete this [form](#). For further information, please refer to the Instructions for Conducting Controlled Assessment document.

During external verification, the Standards Verifier might also request to see further internal documents, including:

- controlled assessment reports (please see explanation below)
- internal verification plans
- internal verification records, including feedback to Assessors and/or Internal Verifiers
- records of monitoring assessment practice, including feedback to Assessors and Internal Verifiers.

A controlled assessment report is a log of anything to do with the controlled assessment taking place. For example:

- date and time of assessment
- if the assessment was split between different sessions and details of the start and the finish time of each session
- log of which learner took which controlled assessment test from which set
- name of the person who printed the controlled assessment tests from the secure website
- name of person who was responsible for contextualising Entry Level Functional Skills controlled assessment tests
- name of the person who removed the controlled assessment tests from the secure storage
- name of Invigilator
- number of learners that took the controlled assessment test
- any occurrences during the assessment not required to be reported as per JCQ (Joint Council for Qualifications) guidelines, e.g., supervised toilet breaks
- other relevant information.

During external verification, the Standards Verifier needs to verify that your centre:

- has a Lead Internal Verifier in post
- has a process to profile individual learners to ensure that the levels are correctly identified at the start of the programme
- has a programme with a structure and content appropriate to achieving the learning outcomes
- understands and is prepared to conform with the assessment requirements
- has the resources needed to deliver an Entry Level Functional Skills programme
- reviews the procedures necessary to ensure that the programme takes account of learners' changing needs
- has identified progression routes most appropriate to individual learners.

Where possible, the Standards Verifier should also meet with the assessment and verification team to discuss and advise on assessment issues and practices, and to check the learner suitability criteria. A crucial part of the Standards Verifiers' role is to advise and support you in relation to assessment and quality assurance issues.

The findings of the external verification are discussed with the Lead Internal Verifier at the end of the external verification. Both the Lead Internal Verifier and the Standards Verifier should allow enough time for this as actions for improvement are identified during the discussion. It is important that any actions and target dates agreed are clear and realistic. Lead Internal Verifiers should ensure that they understand any required action(s) so they can follow up with the assessment team in the centre.

The main action points are agreed upon during the external verification. If the Standards Verifier has concerns about standards or the validity of the administration in your centre, they may consult the Senior Standards Verifier and our FS Assessment team to confirm the external verification outcome. The Standards Verifier completes the Standards Verifier Report Form. This will be forwarded to Pearson and to the centre within 10 working days of the conclusion of the sampling activity.

Please note: External verification must take place before **31 July 2025**. External verification requests after this date will be considered on a case-by-case basis. Certificates **must** be claimed before **31 August 2025** and will **not be** released without external verification.

Postal sampling

The components and levels available during the external verification will be sampled and released for certification if appropriate. All remaining components and levels are sampled through postal sampling at a later stage during the year.

The date for submitting the postal sample is agreed between you and the Standards Verifier. You should provide original assessments to the Standards Verifier. You must keep copies of the original assessments. These copies must be stored securely.

The postal sampling process with the Standards Verifier normally includes:

- confirming when the Sampling Report Form is updated by the centre and sent to the Standards Verifier
- confirming when the Standards Verifier selects the sample and receives the selected completed controlled assessments
- confirming which components and levels are to be verified.

After External Verification

The outcome of the sampling will be discussed with the Lead Internal Verifier at the end of the process. Actions for improvement will be identified by your Standards Verifier. It is important that any actions and target dates agreed are clear, realistic, and understood by the Lead Internal Verifier, who should ask for clarification where needed.

If the external verification reveals serious inaccuracies in assessment standards, marks submitted for learners will not be accepted and certificates will be withheld. The Standards Verifier will advise on appropriate actions and the timescale within which the agreed actions are to be taken to resolve this suspension.

Standards Verification Outcomes

A Standards Verification Report will be completed at the conclusion of the external verification. You will receive your Standards Verification Report via email within 10 working days of the conclusion of the sampling activity.

If there are no significant issues identified during the External Verification, certificates will be released for the remainder of the academic year (i.e. until 31 August 2025). However, we reserve the right to re-sample assessments after the Standards Verifier has allowed access to certification.

The outcome of the external verification will be recorded as follows:

External Verification outcome	What this means?
Yes	The centre has met the minimum sample requirement
No	The centre has consistently not met their action points, or the SV is not happy to release the samples they have seen
Limited release	The centre has not met the minimum sample requirement. Only the learners specified in the Standards Verification Report are released
N/A	No samples were seen for this qualification and level

Frequently Asked Questions

Question: If we have one student taking an assessment, does the Standards Verifier process still apply?

Answer: Yes, it does.

Question: When will my Standards Verifier be assigned to my centre?

Answer: A Standards Verifier will be allocated to your centre in October 2024. Please note that SVs are only allocated if you have existing active or new registrations.

Question: How often will I receive external verification for ELFS?

Answer: This must take place every academic year.

Question: When will external verification happen?

Answer: External Verification will take place when you have assessments marked, internally verified and ready to be sampled by the Standards Verifier. This must be before the end of July.

Advice for video recording Speaking, Listening and Communicating assessments

It is essential that the assessed formal assessments are 'live' i.e., actual assessments with current registered learners and not 'mock' assessments. A selection of live assessments must be video recorded prior to external verification as evidence. The Standards Verifier will also need to view the Assessment Record Sheets of the learners that were assessed. Please refer to the Instructions for the Conduct of Controlled Assessments for further information.

Please Note: Audio recordings will not be accepted as appropriate forms of assessment.

Top Tip: Please save your video recordings in MP4, AVI or MOV formats to ensure that your Standards Verifier can open the files.

Invigilation

The Assessor may act as the Invigilator; however, they must not perform any other task in the room other than that of Invigilator. It is their role to invigilate the learners and not participate.

We require the Head of Centre to maintain **a record of approved invigilators** who are suitably qualified and experienced to carry out this role. This must include the names and the rationale for their selection. We reserve the right to request this information if required as part of quality assurance measures.

Top Tips

- The teaching team should meet regularly to ensure the standardisation of procedures and application of standards is robust; minutes from these meetings should be kept for the purpose of Standards Verification.
- The time required to carry out internal verification is recognised as an important part of quality standards.
- The Centre Quality Nominee should audit standardisation activity throughout the year.

Frequently Asked Questions

Question: Does Pearson provide exemplar Speaking, Listening and Communicating videos?

Answer: Yes, we do. They can be found [here](#).

Question: Where can I find Word versions of the Speaking, Listening and Communicating paperwork?

Answer: The Word versions of the Speaking, Listening and Communicating paperwork are available [here](#).

Question: Can I use Teams or other onscreen video communication tools for the Speaking, Listening and Communicating assessment?

Answer: Yes, you can. Please ensure that these calls are recorded. Guidance can be found [here](#).

Question: Do I have to video every learner?

Answer: No. Minimum video recording requirements are on page 16 of this document.

Question: What is the procedure if a learner does not want to be videoed?

A: If a centre cannot meet the minimum video recording requirements, they would need to complete this [form](#) to request an exemption from recording. This **must** be requested **before** the assessment takes place, every academic year.

Question: Can my learner use sign language?

Answer: If it is their usual way of working, yes, they can. The interpreter (if used) must be in the video recording.

SharePoint

SharePoint can be used to share documents for sampling as part of the Quality Assurance process. The aim of the SharePoint portal is to make the sharing of work between centres and SVs as easy and streamlined as possible. By using the SharePoint Portal, we also ensure the security and data privacy of any candidates' work that is shared. As a centre you will have a folder created for you (this will be requested by your SV). Each centre only has access to their own folder and cannot see any other centres folders. When centres are ready for external verification, centres can upload documents to their folder, which the SV will then be able to view and/or download.

Please note: if you have not received a SharePoint folder, contact your SV. Assessment materials **must not** be emailed.

Multi-Factor Authentication

Our SharePoint site uses Multi-Factor Authentication as a security measure. This means that when we share a folder with you, you will be prompted to set up Multi-Factor Authentication. There is a guide [here](#) on how to do this. You will be asked to download an app, or alternatively you can set up a different method.

If you experience any issues with this, please contact our Customer Services team [here](#).

Claiming certificates

For all ELFS units, marks are to be submitted once Standards Verification is complete and the centre has been released for certification. If the external verification has not taken place, centre marks for learners will still be accepted by us; however, learners will **not** receive certificates until external verification has been completed.

For guidance on how to submit marks on Edexcel Online, please refer to this [video](#).

Communicating with us

Pearson communicates with centres by newsletter, telephone, and email. To make sure we reach you, please ensure that you maintain accurate contact details on [Edexcel Online](#).

You can submit any queries to us using the [Pearson Support Portal](#). By using the Support Portal, you can get in touch with Functional Skills Assessment directly. We aim to respond to you within 5 working days.

Pearson Functional Skills homepage

Located at: <https://qualifications.pearson.com/en/qualifications/edexcel-functional-skills.html>

Edexcel Online

[Edexcel Online](#) is an invaluable service for administrators, providing support from approval through to registration and entry, reporting of achievement, and results and post-results services.

It also includes access to services for teaching staff, including online booking for training events and Pearson publications ordering.

Customer Services

We pledge to provide excellent service in all your dealings with us. Each centre will have a dedicated Accounts Specialist that will be their first point of contact for administration matters relating to learner registrations, exam entries, claiming certification.

Curriculum Development Managers

Curriculum Development Managers are an important part of our Pearson UK FE and Schools teams. They provide a range of professional advisory support across all Pearson qualifications.

A key responsibility of Curriculum Development Managers is to build relationships with schools, colleges, and Local Authorities to raise achievement and promote our drive for excellence in education. Work Based Learning centres are supported by their Account Manager.

If you would like your Curriculum Development Manager or Account Manager to contact you, please contact our Customer Services team and they will be able to guide you through this.

Functional Skills Content and Assessment Team

Our Functional Skills Content and Assessment team is responsible for the production of papers, the assessment of externally assessed units and the administration of internally assessed units and can be contacted via <http://qualifications.pearson.com/en/support/contact-us.html>

Vocational Quality Assurance Managers

Your Vocational Quality Assurance Managers (VQAM) are available to support your Quality Nominee and their internal vocational team/s with Quality Assurance processes to ensure compliance with National Standards.

The VQAMs develop a wide range of resources to support your understanding of the quality assurance requirements for delivering and assessing Functional Skills English; you can find our support on [The Home of Quality Assurance](#) pages of the Pearson website. We can be contacted via Live Chat on that webpage or via the Pearson [Support Portal](#).

If you have a question, please contact **FS Assessment** or your **Vocational Quality Assurance Manager** via [The Pearson Contact Portal](#).

In addition, you will find further information on our [Quality Assurance webpages](#).

Appendix A

External Verification Checklist

Actions to complete prior to external verification taking place	Completed (please ✓)
2024-25 standardisation of assessment team completed (including support of new assessors, record of meetings with staff and watching the speaking and listening videos available on the Pearson website)	
Items to send to Standards Verifier (SV) prior to external verification	Sent (please ✓)
Sampling Report Form (SRF) or centre's own tracker (This must be sent to the SV so that a sample of assessments can be selected to verify, before any work is posted out)	
Centre Declaration Form to be completed by the centre and submitted prior to work being posted out. SVs can offer support if a centre has any queries with any section on the form.	
Items to send to Standards Verifier (SV) as part of external verification	Sent (please ✓)
A list of registered students.	
E1 SLC: 2 video recordings of both task 1 and 2	
E2 SLC: 1 video recording of both task 1 and 2	
E3 SLC: 1 video recording of both task 1 and 2	
The accompanying assessment record sheets for each learner participating in the above activities (all learners should be clearly identifiable in the recordings)	
An additional sample of assessment record sheets for other 2024/25 learners (6 or 10 samples from a range of levels).	
Reading: 6 or 10 samples from a range of levels	
Writing: 6 or 10 samples from a range of levels	
Maths: 6 or 10 samples from a range of levels	
Evidence of verification feedback on some of the assessments at each level	

All boxes must be ticked prior to a remote sample being sent to your Standards Verifier (SV).

Please also tick here to confirm that you have notified your SV that you are sending the sample.

Appendix B

Quality Assurance Year Planner

This table identifies the key annual quality assurance activities required for Entry Level Functional Skills (ELFS).

Month	Action	Supporting Documents
June–Sept 2024	Production of course files and teaching materials (Assessors, Lead IVs)	<ul style="list-style-type: none"> • Ensure you have the required team roles fulfilled in your teaching teams • Review current documentation to ensure it is fit for purpose and update where required. • Download Centre Guides which are available on the Functional Skills homepage • Review delivery plans • Course templates and teaching resources can be found on the subject specification page under ‘Specification and course materials’
	Production of Assessment Plans and Internal Verification plans (Lead IV and Assessors)	<ul style="list-style-type: none"> • Lead IV to create an Assessment plan which shows the proposed dates for conducting ELFS assessments • Lead IV to create Internal Verification plan to show the volume of sampling to be carried out, by whom and when
	Examinations Officer to ensure their details and those of the Head of Centre are up to date and correct	<ul style="list-style-type: none"> • Make sure the Examinations Officer box is ticked within their Edexcel Online account: www.edexcelonline.com • Make sure Head of Centre Details are listed within Edexcel Online • Confirm Centre details are accurate on Edexcel Online
	Lead Internal Verifier Accreditation (Annual activity)	<ul style="list-style-type: none"> • Lead IVs must be appointed • Lead Internal Verifiers hold a standardisation meeting with their teams prior to any formal assessment taking place. This must be formally documented • See Centre Guide to Quality Assurance for full details

<p>Sept 2024 onwards</p>	<p>Registration of learners (Lead IV and Exams Officer)</p>	<ul style="list-style-type: none"> ● Confirm registration details of continuing learners are accurate. Transfer or withdraw learners not continuing their course. ● Make new registrations; these must be made a minimum of 3 weeks before the scheduled assessment date
<p>Sept 2024</p>	<p>Annual Quality Declaration (Quality Nominee)</p>	<ul style="list-style-type: none"> ● Review centre policies for this year – Annual Quality Declaration must be completed by 14 October 2024.
<p>Sept 2024 onwards</p>	<p>Teaching, learning, and assessment processes commence (ongoing throughout the academic year)</p>	<ul style="list-style-type: none"> ● Online CPD events supporting all aspects of Quality Assurance (TLA) can be accessed via The Home of Quality Assurance (Events & Support) for teaching staff and QN ● Guidance is available in the Centre Guide to Quality Assurance ● Ensure use and understanding of ELFS Specification for details of content delivery
<p>Sept 2024 onwards</p>	<p>Conduct formal assessment ELFS components</p>	<ul style="list-style-type: none"> ● Internal Assessment can take place at any time if you are confident the learners are fully prepared for success ● See the ELFS Instructions for the Conduct of Controlled Assessment (ICCA) for information on how to conduct assessments
<p>Oct 2024 onwards</p>	<p>Standards Verifier allocations for ELFS</p>	<ul style="list-style-type: none"> ● Allocation of Standards Verifiers (please note this cannot take place until learners are registered) ● Look out for the SV introductory email to Lead IV ● Contact the Functional Skills team via the Pearson Support Portal if you have not been contacted by your SV by December 2024.

Oct 2024 onwards	Standards Verification activity (Lead IV)	<ul style="list-style-type: none"> ● See the ELFS Centre Guide to Quality Assurance for requirements ● This activity can only be deferred once, failing to organise will result in block of certification ● Deadline 31 July 2025
Oct 2024 onwards	Claiming Certificates	<ul style="list-style-type: none"> ● Pass results for ELFS can be submitted once achieved ● Note, certificates cannot be released without approval from the Standards Verifier
Aug 2025	Final deadline for Standards Verification Samples	<ul style="list-style-type: none"> ● SV samples should be verified by the 31 July 2025 to allow for claims to be made by 31 August 2025